

## CLAIMS

What is claimed is:

- 1           A computer network comprising:
- 2           at least one client device operative with the computer network;
- 3           at least one server, the server constructed and arranged to receive a request from
- 4   at least one client device, the at least one server enabling the execution and operation of:
- 5           a case status module;
- 6           an intake module operative with the case status module;
- 7           a role module operative with the case status module;
- 8           an accounting module operative with the case status module;
- 9           an alert distribution module operative with the case status module and the
- 10   role module;
- 11           a correspondence distribution module operative with the case status
- 12   module;
- 13           a document distribution module operative with the correspondence
- 14   distribution module; and
- 15           a client information module, the client information module operative with
- 16   the case status module, the client information module operative with the
- 17   correspondence module, the client information module operative with the
- 18   document distribution module, and the client information module operative with
- 19   the agency module;

20                    wherein, the modules on the server service the request from the client  
21   device.

- 1     2.     The computer system as in Claim 1, wherein the case status module comprises:
- 2           a settlement object;
- 3           a related\_case object;
- 4           an employment\_status object;
- 5           a case object;
- 6           a case\_status object;
- 7           a case\_note object;
- 8           a case\_type object;
- 9           a content object;
- 10          a user object;
- 11          a te\_counter object;
- 12          an activity\_log object;
- 13          an employee object;
- 14          a status\_history object;
- 15          an activity object; and
- 16          a case\_calendar object.

- 1 3. The computer system as in Claim 1 wherein the intake module comprises:
- 2 an issue object;
- 3 a case\_issue object;
- 4 a basis object;
- 5 a case\_basis object;
- 6 a charge object;
- 7 an agency\_contact object;
- 8 a dismissal\_type object;
- 9 a determination\_type object;
- 10 a complaint object; and
- 11 a submission\_type object.
- 12 an agency object; and
- 13 an address object.

- 1 4. The computer system as in Claim 1 wherein the role module comprises:
- 2 a user\_role object;
- 3 a role object;
- 4 a role\_report object;
- 5 a report object; and
- 6 a role\_alert object.

- 1 5. The computer system as in Claim 1 wherein the alert distribution module  
2 comprises:  
3 a user\_alert object;  
4 an alert object; and  
5 an alert\_history object.
- 1 6. The computer system as in Claim 1, wherein the accounting module comprises:  
2 an invoice\_master object; and  
3 a payment object.
- 1 7. The computer system as in Claim 1 wherein the client information module  
2 comprises:  
3 a client\_contact object;  
4 a client\_hq object;  
5 a client\_division object;  
6 a client\_contacts object;  
7 a client\_note object;  
8 a union\_type object;  
9 a client\_union object;  
10 a client\_location object;  
11 a sic object; and  
12 a client\_sic object.

1 8. The computer system as in Claim 1 wherein the document distribution module  
2 comprises:

3 a document\_template object;  
4 a client\_document\_recipient object;  
5 a document\_distribution object; and  
6 a client\_document object.

1 9. The computer system as in Claim 1 wherein the correspondence distribution  
2 module comprises:

3 a correspondence\_template object;  
4 a client\_correspondence\_recipient object;  
5 a client\_correspondence object;  
6 a case\_correspondence object;  
7 a correspondence\_distribution object;  
8 an approval\_status object; and  
9 a case\_document object.

1 10. The computer system as in Claim 1 the computer system further having a help  
2 object.

- 1 11. The computer system as in Claim 2 wherein the settlement object comprises:  
2 a settlement\_id property;  
3 a range\_lower property;  
4 a range\_upper property;  
5 a range\_desc property;  
6 a settlement\_date property;  
7 a demanded\_amount property;  
8 a demand\_desc property;  
9 an actual\_amount property; and  
10 an actual\_desc property.
- 1 12. The computer system as in Claim 2 wherein the related\_case object comprises:  
2 a case\_id\_2 property;  
3 a case\_id\_1 property; and  
4 a relationship\_desc property.
- 1 13. The computer system as in Claim 2, wherein the employment\_status object  
2 comprises:  
3 an emp\_status\_id property; and  
4 a status\_name property.

1 14. The computer system as in Claim 3, wherein the dismissal\_type object comprises:  
2 a dismissal\_type\_id property;  
3 a type\_name property; and  
4 an active\_ind property.

1 15. The computer system as in Claim 2, wherein the case object comprises:  
2 a case\_id property;  
3 a client\_location\_id property;  
4 an emp\_status\_id property;  
5 a case\_type\_id property;  
6 a complaint\_id property;  
7 a case\_manager\_user\_id property;  
8 a case\_status\_id property;  
9 a case\_sub\_status\_id property;  
10 a dismissal\_type\_id property;  
11 a settlement\_id property;  
12 a ts\_cliinfo\_record\_id property;  
13 a consultant\_user\_id property;  
14 a case\_number property;  
15 a te\_code property;  
16 a rate property;  
17 a rate\_type property;

18 a date\_reactivated property;  
19 a date\_closed property;  
20 a report\_due\_date property;  
21 an insurance\_claim\_no property;  
22 a court\_filing\_date property;  
23 a court\_state property;  
24 a court\_circuit property;  
25 a date\_added property;  
26 a date\_modified property;  
27 an added\_by property;  
28 a modified\_by property;  
29 a first\_name property;  
30 a last\_name property;  
31 a complaint property;  
32 a date\_received property;  
33 a job\_title property; and  
34 a title property.

- 1 16. The computer system as in Claim 2, wherein the case\_status object comprises:  
2 a case\_status\_id property;  
3 a complainant\_content\_id property;  
4 a status\_name property;



5 a sort\_sequence property;  
6 a closure\_ind property;  
7 a parent\_status\_id property;  
8 an active\_ind property;  
9 a temp\_active\_ind property;  
10 a client\_status property;  
11 a status\_desc property; and  
12 an abbreviation property.

1 17. The computer system as in Claim 2, wherein the case\_note object comprises:  
2 a case\_note\_id property;  
3 a case\_id property;  
4 a note property;  
5 a user\_id property; and  
6 a note\_date property.

1 18. The computer system as in Claim 2, wherein the case\_type object comprises:  
2 a case\_type\_id property;  
3 a case\_type\_name property; and  
4 an abbreviation property.

1 19. The computer system as in Claim 2, wherein the content object comprises:  
2 an id property;  
3 a description property;  
4 a language property; and  
5 a body property.

1 20. The computer system as in Claim 2, wherein the user object comprises:  
2 an id property;  
3 a client\_hq\_id property;  
4 a last\_name property;  
5 a first\_name property;  
6 a middle\_name property;  
7 a prefix property;  
8 a suffix property;  
9 a username property;  
10 a password property;  
11 an employee\_ind property;  
12 an email property;  
13 a last\_visited property;  
14 a visit\_count property;  
15 a client\_ind property;  
16 a locked\_ind property; and  
17 a status\_code property.

- 1 21. The computer system as in Claim 2, wherein the activity\_log object comprises:
- 2 an activity\_log\_id property;
- 3 an actor\_user\_id property;
- 4 an activity\_date property;
- 5 an activity\_id property;
- 6 a case\_id property;
- 7 an invoice\_id property;
- 8 an activity\_description property;
- 9 a time\_spent property;
- 10 a ts\_description property;
- 11 a ts\_task\_code property;
- 12 a billable\_ind property;
- 13 an exported\_ind property;
- 14 an export\_date property; and
- 15 a ts\_slip\_id property.

- 1 22. A computer system as in Claim 2, wherein the employee object comprises:
- 2 an employee\_id property;
- 3 a supervisor\_user\_id property;
- 4 an employee\_user\_id property;
- 5 an initials property;
- 6 a title property;

7 an education property;  
8 a background property;  
9 a date\_hired property;  
10 a work\_hours property;  
11 a friday\_group property;  
12 a special\_projects property;  
13 an active\_case\_count property;  
14 a rating property;  
15 a ts\_nickname\_1 property;  
16 a ts\_nickname\_2 property; and  
17 a ts\_name\_id property.

1 23. A computer system as in Claim 2, wherein the status\_history object comprises:  
2 an entity\_id property;  
3 an entity\_name property;  
4 a date\_modified property;  
5 a user\_id property; and  
6 a status\_code property.

1 24. A computer system as in Claim 2, wherein the activity object comprises:  
2 an activity\_id property;  
3 a case\_sub\_status\_id property;  
4 a case\_status\_id property;

5 an activity\_name property;  
6 an activity\_description property;  
7 a ts\_task\_code property;  
8 a sort\_sequence property;  
9 an activity\_sequence property; and  
10 a locked\_ind property.

1 25. A computer system as in Claim 2, wherein the case\_calendar object comprises:  
2 a calendar\_id property;  
3 a case\_id property;  
4 a user\_id property;  
5 an activity\_id property;  
6 an event\_date property;  
7 a description property;  
8 a closed\_ind property; and  
9 an event\_title property.

1 26. The computer system as in Claim 3, wherein the complaint object comprises:  
2 a complaint\_id property;  
3 a submission\_user\_id property;  
4 a submission\_type\_id property;  
5 a complainant\_first\_name property;  
6 a complainant\_last\_name property;

7 a work\_address\_id property;  
8 a complaint property;  
9 a client\_hq\_id property;  
10 a job\_title property;  
11 a note property;  
12 a date\_reported property;  
13 a report\_recipient property;  
14 a client\_action property;  
15 a sjbc\_action property;  
16 a submission\_no property;  
17 a submission\_date property;  
18 an emp\_name property;  
19 an emp\_division property;  
20 an emp\_location property;  
21 a status\_code property; and  
22 a complainant\_contact\_times property.

1 27. The computer system as in Claim 3, wherein the submission\_type object  
2 comprises:  
3 a submission\_type\_id property;  
4 a type\_name property; and  
5 a description property.

1 28. The computer system as in Claim 3, wherein the issue object comprises:  
2 an issue\_id property; and  
3 an issue\_name property.

1 29. The computer system as in Claim 3, wherein the case\_issue object comprises:  
2 an issue\_id property;  
3 a case\_id property; and  
4 an agency\_id property.

1 30. The computer system as in Claim 3, wherein the basis object comprises:  
2 a basis\_id property; and  
3 a basis\_name property.

1 31. A computer system as in Claim 3, wherein the case\_basis object comprises:  
2 a basis\_id property;  
3 a case\_id property; and  
4 an agency\_id property.

1 32. A computer system as in Claim 3, wherein the charge object comprises:  
2 an agency\_id property;  
3 a case\_id property;  
4 an agency\_contact\_id property;  
5 a determination\_type\_id property;  
6 a resolution\_date property;

7 a primary\_ind property;  
8 a dated\_filed property;  
9 a note property;  
10 a determination\_date property;  
11 a date\_reopened property;  
12 a charge\_no property; and  
13 a class\_action\_ind property.

1 33. The computer system in Claim 3, wherein the agency\_contact object comprises:  
2 an agency\_contact\_id property;  
3 an agency\_id property;  
4 an address\_id property;  
5 a last\_name property;  
6 a first\_name property;  
7 a title property;  
8 an investigator\_ind property;  
9 an executive\_ind property;  
10 a notes property; and  
11 a status\_code property.

1 34. The computer system as in Claim 3, wherein the agency object comprises:  
2 an agency\_id property;  
3 an address\_id property;



4 an agency\_name property;  
5 an agency\_type property;  
6 a director\_name property;  
7 a url property;  
8 a status\_code property;  
9 a time\_zone property; and  
10 a notes property.

1 35. The computer system as in Claim 3, wherein the address object comprises:  
2 an address\_id property;  
3 an address\_1 property;  
4 an address\_2 property;  
5 an address\_3 property;  
6 a city property;  
7 a state property;  
8 a postal\_code property;  
9 a phone property;  
10 an extension property;  
11 a fax property;  
12 an email property;  
13 an addressee\_name property;  
14 an aux\_phone property;

15 an aux\_phone\_note property;  
16 a home\_address\_ind property; and  
17 a home\_phone property.

1 36. The computer system as in Claim 4, wherein the user\_role object comprises:  
2 a user\_id property; and  
3 a role\_id property.

1 37. The computer system as in Claim 4, wherein the role object comprises:  
2 a role\_id property;  
3 a role\_title property;  
4 a role\_name property;  
5 a role\_desc property;  
6 an employee\_ind property; and  
7 a client\_ind property.

1 38. The computer system as in Claim 4, wherein the role\_report object comprises:  
2 a report\_id property; and  
3 a role\_id property.

1 39. The computer system as in Claim 4, wherein the report object comprises:  
2 a report\_id property;  
3 a report\_title property; and  
4 an orientation property.

1 40. The computer system as in Claim 4, wherein the role\_alert object comprises:  
2 an alert\_id property; and  
3 a role\_id property.

1 41. The computer system as in Claim 5, wherein the user\_alert object comprises:  
2 a user\_id property; and  
3 an alert\_id property.

1 42. The computer system as in Claim 5, wherein the alert object comprises:  
2 an alert\_id property;  
3 an alert\_name property;  
4 an alert\_desc property;  
5 an alert\_message property;  
6 an alert\_title property;  
7 an alert\_subject property;  
8 an email\_ind property; and  
9 a website\_ind property.

1 43. The computer system as in Claim 5, wherein the alert\_history object comprises:  
2 an alert\_history\_id property;  
3 an alert\_id property;  
4 a user\_id property;  
5 an alert\_subject property;  
6 an alert\_body property;  
7 a date\_added property;  
8 a date\_sent property; and  
9 a date\_viewed property.

1 44. The computer system as in Claim 6, wherein the invoice\_master object comprises:  
2 an invoice\_id property;  
3 a case\_id property;  
4 a start\_date property;  
5 an end\_date property;  
6 an invoice\_date property;  
7 a ts\_record\_id property;  
8 a fee\_amount property;  
9 an expense\_amount property; and  
10 a pif\_ind property.

1 45. The computer system as in Claim 6, wherein the payment object comprises:  
2 a payment\_id property;

3 an invoice\_id property;  
4 a payment\_no property;  
5 an authorizing\_user\_id property;  
6 a paid\_amount property;  
7 a payment\_date property;  
8 a note property; and  
9 a payment\_type property.

1 46. The computer system as in Claim 7, wherein the client\_contact object comprises:  
2 a client\_contact\_id property;  
3 a user\_id property;  
4 an address\_id property;  
5 a title property;  
6 an active\_ind property; and  
7 a status\_code property.

1 47. The computer system as in Claim 7, wherein the client\_hq object comprises:  
2 a client\_hq\_id property;  
3 an address\_id property;  
4 a client\_name property;  
5 a client\_name\_short property;  
6 a display\_name property;  
7 a client\_type property;

8 a client\_dba\_name property;  
9 a file\_number\_prefix property;  
10 a file\_number\_counter property;  
11 an aliases property;  
12 a products\_services property;  
13 a president\_name property;  
14 a url property;  
15 a ceo\_name property;  
16 a state\_federal\_contract\_ind property;  
17 an employee\_count property;  
18 a corporate\_union\_ind property;  
19 a time\_zone property;  
20 an incorporation\_state property;  
21 an rfi\_turnaround property;  
22 a ps\_turnaround property;  
23 a followup\_period property;  
24 an update\_period property;  
25 a witness\_interview\_ind property;  
26 an int\_rate property;  
27 an int\_rate\_type property;  
28 an ext\_rate property; and  
29 an ext\_rate\_type property.

- 1 48. A computer system as in Claim 7, wherein the client\_division object comprises:
- 2 a client\_division\_id property;
- 3 a client\_hq\_id property;
- 4 an address\_id property;
- 5 a client\_name property;
- 6 a client\_name\_short property;
- 7 a display\_name property;
- 8 a client\_type property;
- 9 a file\_number\_prefix property;
- 10 a time\_zone property;
- 11 an rfi\_turnaround property;
- 12 a ps\_turnaround property;
- 13 a followup\_period property;
- 14 an update\_period property;
- 15 a witness\_interview\_ind property;
- 16 an exit\_interview\_ind property;
- 17 an int\_rate property;
- 18 an int\_rate\_type property;
- 19 an ext\_rate property; and
- 20 an ext\_rate\_type property.

- 1 49. A computer as in Claim 7, wherein the client\_contacts object comprises:
- 2 a client\_contacts\_id property;
- 3 a client\_hq\_id property;
- 4 a client\_contact\_id property;
- 5 a client\_location\_id property;
- 6 a client\_division\_id property;
- 7 a bill\_to\_ind property;
- 8 a primary\_poc\_ind property;
- 9 an ap\_poc\_ind property;
- 10 an active\_ind property;
- 11 a status\_code property; and
- 12 a bill\_to\_cc\_ind property.
- 1 50. A computer system as in Claim 7, wherein the client\_note object comprises:
- 2 a client\_note\_id property;
- 3 a client\_location\_id property;
- 4 a client\_division\_id property;
- 5 a client\_hq\_id property;
- 6 a note property;
- 7 a user\_id property; and
- 8 a note\_date property.



1 51. A computer system as in Claim 7, wherein the union\_type object comprises:  
2 a union\_type\_id property;  
3 a name property;  
4 an abbreviation property; and  
5 a url property.

1 52. A computer system as in Claim 7, wherein the client\_union object comprises:  
2 a union\_type\_id property;  
3 a client\_location\_id property;  
4 a client\_division\_id property;  
5 a client\_hq\_id property;  
6 an address\_id property;  
7 a local\_number property;  
8 a url property;  
9 a cba\_online\_ind property; and  
10 an abbreviation property.

1 53. A computer system as in Claim 7, wherein the client\_location object comprises:  
2 a client\_location\_id property;  
3 a client\_hq\_id property;  
4 a client\_division\_id property;  
5 an address\_id property;  
6 a client\_name property;

7 a client\_name\_short property;  
8 a display\_name property;  
9 a policy\_number property;  
10 a policy\_deductible property;  
11 a client\_type property; and  
12 a time\_zone property.

1 54. A computer system as in Claim 7, wherein the sic object comprises:  
2 a sic\_code\_id property;  
3 a sic\_name property;  
4 a sic\_description property; and  
5 a sic\_code property.

1 55. A computer system as in Claim 7, wherein the client\_sic object comprises:  
2 a client\_hq\_id property; and  
3 a sic\_code\_id property.

1 56. A computer system as in Claim 2, wherein the te\_counter object comprises:  
2 a counter property.

1 57. A computer system as in Claim 8, wherein the document\_template comprises:  
2 a document\_template\_id property;  
3 a document\_title property;  
4 a filename property;

5 a version property;  
6 an open\_date property;  
7 a close\_date property; and  
8 an active\_ind property.

1 58. A computer system as in Claim 8, wherein the client\_document object comprises:

2 a client\_document\_id property;  
3 a client\_division\_id property;  
4 a client\_hq\_ind property;  
5 a document\_template\_id property;  
6 a document\_title property;  
7 a required\_ind property;  
8 a hardcopy\_ind property;  
9 a hardcopy\_distribution\_method property; and  
10 an approval\_ind property.

1 59. A computer system as in Claim 8, wherein the document\_distribution object  
2 comprises:

3 a document\_distribution\_id property;  
4 an approval\_status property;  
5 a document\_id property;  
6 a client\_contact\_id property;  
7 a view date property;

- 8           a response\_date property;
- 9           a response property;
- 10          an approval\_ind property; and
- 11          a date\_added property.

1 60. A computer system as in Claim 8, wherein the client\_document\_recipient object  
2 comprises:

3 a document\_template\_id property;  
4 a client\_contact\_id property;  
5 an approval\_ind property; and  
6 a copied\_ind property.

1 61. A computer system as in Claim 9, wherein the correspondence\_template object  
2 comprises:

3 a correspondence\_template\_id property;  
4 a case\_type\_id property;  
5 a correspondence\_name property;  
6 a body property;  
7 a subject property;  
8 an open\_date property;  
9 a document\_ind property;  
10 a close\_date property; and  
11 an active\_ind property.

1 62. A computer system as in Claim 9, wherein the client\_correspondence\_recipient  
2 object comprises:

3 a correspondence\_template\_id property; and  
4 a client\_contact\_id property.

- 1    63.    A computer system as in Claim 9, wherein the client\_correspondence object  
2    comprises:  
3            a client\_correspondence\_id property;  
4            a correspondence\_template\_id property;  
5            a client\_hq\_id property;  
6            a client\_division\_id property; and  
7            a required\_ind property.

1 64. A computer system and in Claim 9, wherein the case\_correspondence object  
2 comprises:

3 a correspondence\_id property;  
4 a correspondence\_template\_id property;  
5 a case\_id property;  
6 a date\_added property;  
7 a body property;  
8 a subject property; and  
9 an added\_by property.

1 65. A computer system as in Claim 9, wherein the correspondence\_distribution object  
2 comprises:

3 a correspondence\_distribution\_id property;  
4 a correspondence\_id property;  
5 a client\_contact\_id property;  
6 a view\_date property;  
7 a response\_date property; and  
8 a response property.

1 66. A computer system as in Claim 3, wherein the determination\_type object-comprises:  
2 a determination\_type\_id property;  
3 a type\_name property; and  
4 an active\_ind property.

1 67. A computer system as in Claim 9, wherein the approval\_status object comprises:  
2 an approval\_status\_id property;  
3 a status\_name property; and  
4 an active\_ind property.

1 68. A computer system as in Claim 9, wherein the case\_document object comprises:  
2 a document\_id property;  
3 an approval\_status\_id property;  
4 a case\_id property;  
5 a document\_template\_id property;  
6 a date\_approved property;  
7 a locked\_ind property;  
8 an override\_by property;  
9 an override\_reason property;  
10 a date\_added property;  
11 an added\_by property;  
12 a date\_modified property;  
13 a modified\_by property;  
14 a filename property;  
15 a document\_title property; and  
16 an offline\_ind property.



1 69. A computer system as in Claim 10, wherein the help object comprises:

2 a help\_id property;

3 a title property; and

4 a filename property.

1 70. A method for processing communications and documents on a computer system

2 having at least one server that is connected to a network in operative communication with

3 at least one client device, the method comprising:

4 receiving a case;

5 creating one or more case-related objects on the computer system, the case-related

6 objects containing information related to the case;

7 performing a management review;

8 performing an initial Consultant review;

9 investigating the case and storing information gathered in the investigation into

10 the computer system;

11 preparing at least one report with information within the computer system; and

12 closing the case.

- 1 71. The method as in Claim 69, wherein the step of closing the case comprises:  
2 determining if an exit review is required and, if so, conducting the exit review;  
3 determining if the case has settled;  
4 if the case has settled, then setting a status property in one of the case-related  
5 objects to indicate the case has settled, otherwise, determining if the case has been  
6 dismissed; and  
7 if the case has been dismissed, then setting the status property in one of the case-  
8 related objects to indicate the case has been dismissed, otherwise, setting the status  
9 property in one of the case-related objects to indicate the case has been closed.
- 1 72. A method for logging into a computer system having at least one server that is in  
2 operative communication with a network, the network also in operative communication  
3 with at least one client device, the method comprising:  
4 logging into the computer system through the client device;  
5 determining if the user is with the operating organization, and if so, then  
6 displaying the user page for the operating organization;  
7 otherwise, determining if the user is a complainant, and if so, then displaying the  
8 user page for a complainant;  
9 otherwise, determining if the user is a client representative, and if so, then  
10 determining the type of client and displaying a user page specific to the type of client.

1 73. A method for monitoring a case on a computer system having at least one server  
2 that is in operative communication with a network, the network also in operative  
3 communication with at least one client device, the method comprising:  
4 instantiating a case object and designating it for the case;  
5 setting a property in the case object to designate a monitor mode;  
6 coordinating agency activities;  
7 determining if the agency has submitted a request for information, and if so, then  
8 replying to the request for information;  
9 determining if the agency has a finding of cause, and if not, then dismissing the  
10 case;  
11 receiving a determination;  
12 requesting reconsideration by filing a motion to reconsider;  
13 determining if the motion to reconsider was accepted, and if not, then dismissing  
14 the case;  
15 determining if the case can be settled, and if not, then dismissing the case; and  
16 settling the case.

1 74. A computer network comprising:  
2 at least one client device operative with the computer network;  
3 at least one server, the server constructed and arranged to receive a request from  
4 the at least one client device, the at least one server enabling the execution and operation  
5 of:

6 a case status module comprising:  
7 one or more case objects;  
8 a settlement object associated with one or more case objects;  
9 one or more case\_note objects associated with one of the case  
10 objects;  
11 a case\_status object associated with one or more case objects;  
12 an employment\_status object associated with one or more case  
13 objects;  
14 one or more related\_case objects associated with a case object;  
15 a case\_type object associated with one or more case objects;  
16 a content object associated with one or more case\_status objects;  
17 a te\_counter object;  
18 one or more user objects associated with one or more case objects;  
19 one or more activity\_log objects associated with one of the case  
20 objects, and one or more activity\_log objects associated with one of the  
21 user objects;  
22 one or more employee objects associated with one of the user  
23 objects;  
24 one or more status\_history objects associated with one of the user  
25 objects;

26                   one or more activity objects associated with one of the case\_status  
27                   objects, and one of the activity objects associated with one or more  
28                   activity\_log objects;

29                   one or more case\_calendar objects associated with one of the  
30                   activity objects, one or more of the case\_calendar objects associated with  
31                   one of the user objects, and one or more of the case\_calendar objects  
32                   associated with one of the case objects;

33                   an intake module operative with the case status module comprising:

34                   a dismissal\_type object associated with one or more case objects;

35                   one or more complaint objects, one of the complaint objects  
36                   associated with one or more of the case objects;

37                   a submission\_type object associated with one or more of the  
38                   complaint objects;

39                   one or more charge objects, one or more of the charge objects  
40                   associated with one of the case objects, one or more of the charge objects  
41                   associated with the dismissal\_type object, and one or more of the charge  
42                   objects associated with one of the case\_status objects;

43                   one or more agency objects, one of the agency objects associated  
44                   with one or more of the charge objects;

45                   one or more case\_basis objects, one or more of the case\_basis  
46                   objects associated with one of the case objects, one or more of the  
47                   case\_basis objects associated with one of the agency objects;

48 a basis object, the basis object associated with one or more of the  
49 case\_basis objects;

50 one or more case\_issue objects, one or more of the case\_issue  
51 objects associated with one of the agency objects, and one or more of the  
52 case\_issue objects associated with one of the case objects;

53 an issue object, the issue object associated with one or more of the  
54 case\_issue objects;

55 one or more agency\_contact objects, one or more of the  
56 agency\_contact objects associated with one of the agency objects, one of  
57 the agency\_contact objects associated with one or more of the charge  
58 objects;

59 a determination\_type object associated with one or more charge  
60 objects; and

61 an address object, the address object begin associated with one or  
62 more of the agency\_contact objects, and the address object associated with  
63 one or more of the agency objects;

64 a role module operative with the case status module, the role module  
65 comprising:

66 one or more user\_role objects, one or more of the user\_role objects  
67 associated with the user object of the case status module;

68 a role object, the role object associated with one or more of the  
69 user\_role objects;

70                   one or more role\_alert object, one or more of the role\_alert objects  
71                   associated with the role object;  
72                   one or more role\_report objects, one or more of the role\_report  
73                   objects associated with the role object; and  
74                   a report object, the report object associated with one or more of the  
75                   role\_report objects;  
76                   an accounting module operative with the case status module comprising:  
77                   one or more invoice\_master objects, one of the invoice\_master  
78                   objects associated with one of the activity\_log objects, and one or more  
79                   invoice\_master objects associated with a case object;  
80                   one or more payment objects, one or more of the payment objects  
81                   associated with one of the user objects, one or more of the payment  
82                   objects associated with one of the invoice\_master objects;  
83                   an alert distribution module operative with the case status module  
84                   comprising:  
85                   a alert object, the alert object associated with one or more of the  
86                   role\_alert objects of the role module;  
87                   one or more alert\_history objects, one or more of the alert\_history  
88                   objects associated with the alert object, one or more of the alert\_history  
89                   objects associated with the one or more of the user objects; and

90                   one or more user\_alert objects, one or more of the user\_alert  
91                   objects associated with one of the alert objects, and one or more of the  
92                   user\_alert objects associated with one of the user objects;  
93                   a correspondence distribution module operative with the case status  
94                   module comprising:  
95                   one or more correspondence\_template objects, one or more of the  
96                   correspondence\_template objects associated with the case\_type object;  
97                   one or more client\_correspondence\_recipient objects; one or more  
98                   of the client\_correspondence\_recipient objects associated with one of the  
99                   correspondence\_template objects;  
100                   one or more client\_correspondence objects, one or more of the  
101                   client\_correspondence objects associated with one of the  
102                   correspondence\_template objects;  
103                   one or more case\_correspondence objects, one or more of the  
104                   case\_correspondence objects associated with one of the case objects of the  
105                   case status module, and one or more of the case\_correspondence objects  
106                   associated with one of the correspondence\_template objects;  
107                   one or more correspondence\_distribution objects, one or more of  
108                   the correspondence\_distribution objects associated with one of the  
109                   case\_correspondence objects;  
110                   an approval\_status object; and



111                   one or more case\_document objects, one or more of the  
112                   case\_document objects associated with one of the case objects, and one or  
113                   more of the case\_document objects associated with the approval\_status  
114                   object;  
115                   a document distribution module operative with the correspondence  
116                   distribution module comprising:  
117                   a document\_template object, the document\_template object  
118                   associated with one or more case\_document objects;  
119                   one or more client\_document\_recipient object, one or more of the  
120                   client\_document\_recipient objects associated with the  
121                   document\_template;  
122                   one or more client\_document objects, one or more of the  
123                   client\_document objects associated with the document\_template object;  
124                   and  
125                   one or more document\_distribution objects, one or more of the  
126                   document\_distribution objects associated with one of the approval\_status  
127                   objects, and one or more of the document\_distribution objects associated  
128                   with one of the case\_document objects; and  
129                   a client information module, the client information module operative with  
130                   the case status module, the correspondence module, and the document distribution  
131                   module, the client information module comprising:

132                   one or more client\_contact objects, one of the client\_contact  
133                   objects associated with one or more of the correspondence\_distribution  
134                   objects, one of the client\_contact objects associated with one or more of  
135                   the complaint objects, one or more of the client\_contact objects associated  
136                   with the address object, one or more of the client\_contact objects  
137                   associated with one of the user objects, and one of the client\_contact  
138                   objects associated with one or more of the document\_distribution objects;

139                   one or more client\_division objects, one of the client\_division  
140                   objects associated with one or more client\_correspondence objects, one of  
141                   the client\_division objects associated with one or more client\_document  
142                   objects, and one or more of the client\_division objects associated with one  
143                   of the address objects of the agency module;

144                   one or more client\_hq objects, one of the client\_hq objects  
145                   associated with one or more user objects, one of the client\_hq objects  
146                   associated with one or more of the client\_division objects, one or more of  
147                   the client\_hq objects associated with the address object, one of the  
148                   client\_hq objects associated with one or more client\_correspondence  
149                   objects, and one of the client\_hq objects associated with one or more of  
150                   the client\_document objects;

151                   one or more client\_sic objects, one or more of the client\_sic  
152                   objects associated with one of the client\_hq objects;

153                   a sic object, the sic object associated with one or more of the  
154                   client\_sic objects;

155                   one or more client\_location objects, one or more of the  
156                   client\_location objects associated with one of the client\_hq objects, one or  
157                   more of the client\_location objects associated with one of the  
158                   client\_division objects, one of the client\_location objects associated with  
159                   one or more case objects, and one or more client\_location objects  
160                   associated with the address object;

161                   one or more client\_note objects, one or more of the client\_note  
162                   objects associated with one of the client\_hq objects, one or more of the  
163                   client\_note objects associated with one of the client\_location objects, and  
164                   one or more of the client\_note objects associated with one of the  
165                   client\_division objects;

166                   one or more client\_contacts objects, one or more of the  
167                   client\_contacts objects associated with one of the client\_contact objects,  
168                   one or more of the client\_contacts objects associated with one of the  
169                   client\_division objects, one or more of the client\_contacts associated with  
170                   one of the client\_hq objects, one or more of the client\_contacts objects  
171                   associated with one of the client\_location objects, one of the  
172                   client\_contacts objects associated with one or more of the  
173                   client\_correspondence\_recipient objects, and one of the client\_contacts

174 objects associated with one or more of the client\_document\_recipient  
175 objects;  
176 one or more client\_union objects, one or more of the client\_union  
177 objects associated with one of the client\_hq objects, one or more of the  
178 client\_union objects associated with one of the client\_division objects, one  
179 or more of the client\_union objects associated with the address object, and  
180 one or more of the client\_union objects associated with one of the  
181 client\_location objects; and  
182 a union\_type object, the union\_type object associated with one or  
183 more of the client\_union objects;  
184 wherein, the modules on the server service the request from the client device.

- 1 75. The computer system as in Claim 10, wherein the help object comprises:  
2 a help\_id property;  
3 a title property; and  
4 a filename property.